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DATE: December 22, 2004

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TO:

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Commissioner for Patents
United States Patent and
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RE:

Application No. 09/477,991
Filed: 1/5/2000
Art Unit: 2157
Examiner: Barbara N. Burgess
Inv.: Bryce A. Jones
Docket No. 1264

MESSAGE

Attached are the following:

1. Transmittal (one page);
2. Response to the Final Office Action dated October 27, 2004, (25 pages).

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PTO/SB/21 (09-04)


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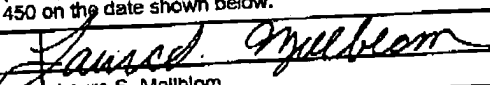
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TRANSMITTAL FORM <small>(to be used for all correspondence after initial filing)</small>	Application Number	09/477,991; Confirmation 1039	
	Filing Date	1/5/2000	
	First Named Inventor	Bryce A. Jones	
	Art Unit	2157	
	Examiner Name	Barbara N. Burgess	
Total Number of Pages in This Submission	25	Attorney Docket Number	1284

ENCLOSURES (check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment / Reply <input checked="" type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Reply to Missing Parts/Incomplete Application <input type="checkbox"/> Reply to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____ <input type="checkbox"/> Landscape Table on CD	<input type="checkbox"/> After Allowance Communication to TC <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input type="checkbox"/> Other Enclosure(s) (please identify below):
Remarks It is believed that no fees are due in this matter. However, if it is determined that fees are due, the Commissioner is authorized to debit Deposit Account No. 210765 for the required fees.		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT	
Firm	Setter Ollila LLC
Signature	
Printed Name	Gregg L. Jansen
Date	12/22/04
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Date	12-22-04

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REPLY UNDER 37 CFR 1.116
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TECHNOLOGY CENTER 2100
Patent

Practitioner's Docket No. 1264

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Bryce A. Jones

Application No.: 09/477,991

Filed: January 5, 2000

For: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A
WEB CALL CENTER

Group No.: 2157

Examiner: Barbara N. Burgess

Mail Stop AF

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Response to Office Action

Introductory Comments

In response to the **final** Office Action dated October 27, 2004, reconsideration is respectfully requested. The entire claim set of the application is included.